



# Customer Service and Licensing Bureau ELSI Vendor Newsletter

## Thank you for your continued partnership with the Iowa Department of Natural Resources.

In 2015, 390,885 fishing privileges and 634,191 hunting privileges were purchased by anglers and hunters in Iowa. License fees go directly to the Fish and Wildlife Trust Fund, which is managed by the Iowa DNR and spent exclusively for fish and wildlife-related research, education, management, and expansion of opportunities in Iowa. The fund is constitutionally protected so license dollars cannot pay for other state programs.



All vendors are received a supply of license envelopes in 2016 thanks to funding from the Iowa Habitat & Access Program. We have a limited supply of these envelopes available for order through your touchscreen starting in September. Quantity is limited to 100 envelopes per month.

## Antlered Only Counties during Shotgun 1 Season and Early Muzzleloader Season (shaded): These are the same counties as listed in 2015.

Buena Vista, Calhoun, Cerro Gordo, Cherokee, Clay, Dickinson, Emmet, Franklin, Grundy, Hamilton, Hancock, Hardin, Humboldt, Ida, Kossuth, Lyon, O'Brien, Osceola, Palo Alto, Plymouth, Pocahontas, Sac, Sioux, Webster, Winnebago, Worth, Wright



## New Apprentice License Available

Individuals wanting to try hunting without going through hunter education may purchase an apprentice license. More information enclosed in separate handout.

### Enclosures:

- Hunter Education Approved Cards  
See the back for a sample of cards that can be accepted (upon presentation to agent) to place Hunter Education on a customer ELSI record
- Popular Recreational Licenses & Customer Fees
- New Apprentice Hunting License Information
- Reference Guide for Selling Licenses

## Farewell to Ramona Rains

After 16 years of service to the Iowa Department of Natural Resources, Ramona (Mona) Rains will be taking her last DNR Customer Service call on October 6<sup>th</sup> to transition into retirement.

Ramona answers 24,000 calls a year for our agency and has been serving as a customer service representative since the inception of our phone center. We will miss her professionalism, knowledge and joy she brings to the office each day.

We wish Mona well in her retirement adventures.



If you have not received your new equipment yet, you will be receiving it soon. Please set up the new terminal when it comes and return your old equipment as soon as possible. If you experience issues or have questions regarding the new equipment during installation, please call 1-800-268-7221 and press 1 when prompted.